

REAL ESTATE & FACILITIES DIRECTORATE

WASHINGTON HEADQUARTERS SERVICES

Customer Service Handbook

Washington Headquarters Services Real Estate and Facilities Directorate

This handbook was prepared to acquaint our customers with the many services and products that the Real Estate and Facilities Directorate offers. This book serves to provide our customers with a brief overview of our 11 Divisions and a centralized means of communication to address questions and concerns with services and products.

We are dedicated to giving you the best customer satisfaction that we can while addressing your concerns quickly and efficiently. Please take a few moments to read this book to gain a better understanding of our Directorate. The Real Estate and Facilities Customer Service Homepage provides an excellent overview of our services and can be reached via the Internet at <http://www.dtic.mil/ref/>.

Specific questions can be directed to the appropriate Customer Service Representative* for each Division. Should you need further assistance, contact the Customer Service Coordinator, Valerie Brown on (703) 614-5153 or via email at REFCustomer@osd.pentagon.mil.

RE&F – Committed to excellent customer satisfaction.

Paul K. Haselbush

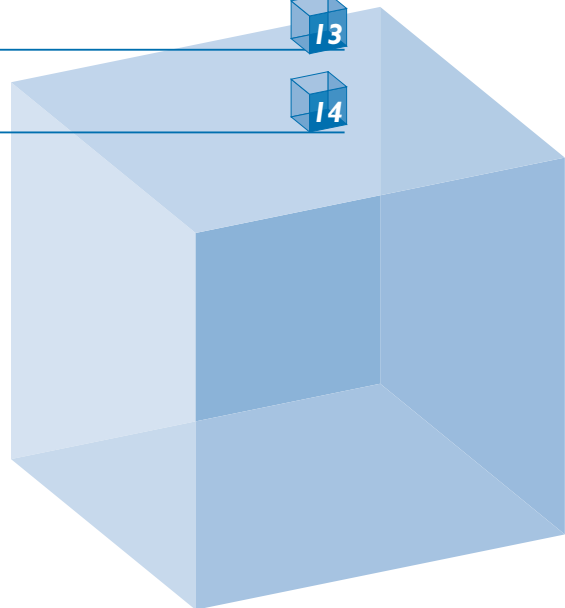
Director
Real Estate and Facilities

*Customer Service Representatives are
also listed on the global email address book.



Table of Contents

Reporting Emergencies	
Request for Services	
RE&F Customer Service Personnel	
Overview of Divisions	
<i>Defense Protective Service</i>	
<i>Federal Facilities</i>	
<i>Graphics and Presentations</i>	
<i>Information Technology</i>	
<i>Leased Facilities</i>	
<i>Management Support</i>	
<i>Real Estate and Facilities Contracting Office</i>	
<i>Resources Management Office</i>	
<i>Safety and Environmental Management</i>	
<i>Space Policy & Acquisition</i>	
<i>Support Services</i>	



Reporting Emergencies

Instructions on how to react to various emergency situations are provided to all agencies and their personnel in the brochure, *Emergencies and You*, developed and published by the Defense Protective Service (DPS). These brochures can be found at Building Circular distribution points located on the 2nd floor at the 9th and 10th Corridor and 1st and 2nd Corridor apexes, the 2nd Corridor entrance, the 1st floor 8th Corridor entrance, and the Metro entrance on the concourse.

Evacuation procedures can be found in the brochure, *Pentagon Evacuation Planning Guide*, located at the above distribution points.

Report medical, fire, traffic accidents, theft and criminal incidents on the Pentagon reservation to the DPS 24-hour Communications Center, which serves as the central point for reporting emergencies:

(703) 697-5555

TTY (703) 693-7008

Occupants and visitors are asked *not* to dial 911 directly in the event of an emergency or medical situation. Fire and Rescue squads rely on DPS to provide them with the most direct building entrance from which to address the emergency, as well as other coordination factors.

Report facilities emergencies (water or gas leaks, electrical problems, hazardous materials) to the Building Operations Center (BOC).

(703) 614-1597



Request for Services

Each Division is capable of providing a wide variety of administrative and support services to our customers. Our services range from replacing light bulbs to in-depth office environmental assessments.

Administrative Support Services

Each agency has an organization that coordinates requests for administrative support services, such as, processing building passes, building maintenance requests, and/or providing furniture, equipment, supplies, telephones, keys, alterations, movers, etc. Employees needing such services should first contact their administrative support officer. If you need assistance in identifying your administrative support officer, contact the Pentagon Building Management Office (PBMO), Room 2A258, 697-7351.

General Building Maintenance

Routine requests for maintenance and custodial services in the Pentagon should be reported to the Pentagon Building Operations Center), Room 2B200, on 614-1597. Examples of routine requests for services include being too hot or cold, floors not swept, trash not emptied, electrical outages, water leaks, insect control, venetian blind repairs, etc. PBMO may be called directly by occupants if the contact is not known or if follow-up assistance is needed.

Requests for incandescent light bulb and florescent tube replacements should be reported directly to the PBMO voice mail system on 697-1561. Tenants making service calls are asked to provide their name, telephone number, room number, and the nature of the problem.

Requests for space alterations should be submitted through the agency administrative office to PBMO.

Disposal of surplus furniture, materials, supplies, and larger than normal amounts of trash requires special arrangements. These arrangements are to be made through the agency administrative office. Items are not to be placed in any common area. Agency use of corridors for storage is strictly prohibited.

Note: Employees located in leased space requiring our assistance or services should first contact their Designated Agency Contact or administrative officer. If you need assistance in identifying your Designated Agency Contact or administrative officer, contact the Leased Facilities Division's Customer Service Representative on (703) 604-5730.

Real Estate & Facilities Customer Service Personnel

Directorate Customer Service Coordinator	Valerie Brown	614-5153
Email address	REFCustomer@osd.pentagon.mil	
Alternate	Harold Carr	614-1357
Assistant	Veronda Powell	697-7241

Defense Protective Service (DPS)

The DPS is responsible for preserving public order, preventing crime, maintaining security, and responding to life threatening events. DPS provides the following:

- Law enforcement/operations & security
- Physical & technical security
- Anti-terrorism, force protection, intelligence
- Administers and coordinates the development, monitoring, and execution of physical security programs for DoD owned and leased buildings in the National Capital Region, to include provision of intrusion detection systems and security devices and procedures
- Establishes and administers the DoD Building Pass Program
- Provides a secure facility for the destruction of classified DoD information within the National Capital Region
- Manages Temporary & Permanent Remote Delivery Facility security operations for material handling

Chief	Room 4A275	693-3685
Deputy Chief	Room 1A139	614-4274
Parking Management Office	2E165A	697-6252
Security Services	4A150	695-4668
Lock Shop	1B256	697-0519
Pentagon Pass Office	2E1084	695-5923
Navy Annex Pass Office <i>Mon & Wed only 8:30 am-3:00 pm</i>	RM G-501	697-1973
Crystal City Pass Office <i>Tuesday & Thursday only 8:30 am-3:00 pm</i>	RM C-19	607-0426

Customer Service Representatives	Rich Dooley	614-6802
	Karen Lefman	614-6800
	Barbara Walker	693-3685

Federal Facilities Division (FFD)

FFD plans, directs, coordinates, and administers a program for centralized management and operation of the Pentagon Reservation facilities and assigned Federal buildings within the National Capital Region. The major program areas of responsibility are:

- Day to day facility operations
- Maintenance
- Repair and alteration (painting, electrical, carpentry, construction)
- Custodial services
- Asbestos abatement
- Tenant component services
- Develops and establishes building operation standards, long range repair/enhancement programs and energy conservation
- Provides design review and coordination of operation services
- Coordinates the commissioning process for Pentagon Renovation
- Manages Temporary & Permanent Remote Delivery Facility for material handling

Director	2B146	695-3472
Building Management Office		
<i>Pentagon (PBMO)</i>	2A258	697-7351
<i>Federal Office Building (FOB) 2</i>	Navy Annex	614-2177
Manager, Alterations Work Group (AWG)	Butler Building	697-6113
Manager, Heating & Refrigeration Plant	425 Old Jefferson Davis Hwy	697-4478
Manager, Technical Staff	Butler Bldg., 3rd Floor	693-3765

Customer Service Representative	Sandy Vincent	695-3472
	Kay Lagon	695-2977

Graphics & Presentations Division (GPD)

GPD provides information design and graphics productions for Office of the Secretary of Defense (OSD) & DoD Components to include:

- Self-Service graphics facility
- Interior and exterior signage
- Display and exhibit design and production
- Visual aids for briefings and presentations
- Computer-graphics & web page design
- Audiovisual support for conference facilities
- Electronic pre-press & camera-ready art for printing

Director	2E27I	695-4266
Chief, Presentations Analysis Branch	2E27I	695-4266
Chief, Visuals Preparation Branch	2E27I	695-4266
Audiovisual support for conference facilities	2E27I	695-4266

Customer Service Representatives	John Harris	695-4266
	Kathy Brassell	695-4266

Information Technology Division (ITD)

The ITD provides information management support for the overall operation of Real Estate and Facilities and other Washington Headquarters Services organizations in the National Capital Region. The ITD functions include:

- Conducts information technology (IT) and automated data processing (ADP) studies
- Procures associated equipment and services, and manages and oversees the RE&F Metropolitan Area Networks
- Maintains the RE&F Information Technology Inventory System
- Maintains the WHS Backbone IT Inventory System

Director	Room 3A669	614-0525
Customer Service Representatives	Gloria Hazelgreen Jennie Blakeney	614-0525 614-0525

Leased Facilities Division (LFD)

The LFD provides central management of WHS/RE&F leased buildings in the National Capital Region that involves:

- Day to day lease enforcement
- Tenant concerns
- Minor repairs
- Awarding contracts for building services
- Custodial support services
- Provide and manage reimbursable services (customer driven)

Director	400 Army/Navy Drive	604-5730
Deputy Director	400 Army/Navy Drive	604-5730
Area Manager	Alexandria Office	325-1694
Building Manager	AMC Building	617-8099
Area Manager	Crystal City	607-2178
Area Manager	DC Office	(202) 761-0800
Building Manager	Rosslyn	588-6882
Area Manager	Falls Church	681-7711

Customer Service Representatives	Mary Ratcliffe	604-5730
	Darlene Wainwright	604-5730
	Linda Bennett	604-5730

Management Support Division (MSD)

Management Support Division is responsible for management improvement and oversight of RE&F programs. MSD provides the following services:

- Performs reviews, studies, and inspections
- Develops and oversees the Directorate Customer Service Program
- Monitors the Directorate Freedom of Information Act Program
- Oversight of Pentagon Child Care Program and Facility
- Manages the National Capital Region parking pass program
- Develops National Capital Region transportation policy
- Negotiates and administers labor/management agreements with the union
- Provides personnel and management support

Director	Room 4A129	693-3768
Customer Service Coordinator	Room 4A129	614-5153/ 693-3768
Child Care Information	Room 4A129	693-4931
Child Care Registration Kiosk	Room 2C149	693-4931

Customer Service Representative	Harold Carr	614-1357/ 693-6801
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Real Estate & Facilities Contracting Office (REFCO)

REFCO is responsible for acquisition planning, policy, and coordinating the comprehensive program of contract award and administration within RE&F. REFCO provides contracting services in support of the following functions:

- Purchase of supplies, equipment and services
- Operation of the Pentagon Building which includes maintenance of equipment, custodial services, health and safety services, security guard services, and grounds maintenance
- Alterations and repairs to the Pentagon and other Federal buildings
- Construction Architect/Engineer services
- Administration of Real Property Leases

Director	Butler Building, 3rd Floor	697-1025
Policy & Contract Review Branch	Butler Building, 3rd Floor	693-7797
Federal Facilities Support Team	Butler Building, 3rd Floor	693-7797
Protective and Support Services Team	Room 5A523	695-5184
Leased Facilities Support Team	400 Army Navy Drive	604-5730
Space Policy and Special Acquisition Team	Butler Building, 3rd Floor	693-7797

Customer Service Representatives	Janice Vinyard	693-7797
	Nancy Judd	693-7797

Resources Management Office (RMO)

RMO is responsible for Directorate-wide program budgeting/resource allocation, coordination and control, to include:

- Formulation, implementation and review of procedures and policy operating budgets, financial reporting and performance tracking
- Fund management of the WHS Central Service Program, Pentagon Reservation Maintenance Revolving Fund (PRMRF) and Building Maintenance Fund (BMF) and GSA Allocation Accounts
- Resource Management support services for the Pentagon Renovation Office
- Administration of Government Purchase Card Program in support of RE&F and Pentagon Renovation Programs
- Centralizes support for RE&F program and staff office in preparation and processing of personnel actions
- Coordinates Government Travel Card Program for RE&F and DCPS administration and coordination for RE&F activities
- Reimbursable work orders funding and processing policy and procedures

Director	Room 5A129	693-8613
Deputy Director	Room 5A129	693-8613
Team Leader-Funding	Room 5A129	693-8613
Team Leader-Staffing	Room 5A129	693-4932

Customer Service Representatives	Connie Denny	693-8613
	Jackie Jackson	693-8613



Safety and Environmental Management Division (SEMD)

SEMD is responsible for providing a safe, healthy, and environmentally sound work environment for DoD employees, visitors, and the general public in Washington Headquarters Services managed facilities in the National Capital Region. SEMD provides policy, support, oversight, assessment, and documentation services in the following program areas:

- Environmental management: compliance, pollution prevention, conservation, and cleanup
- Occupational safety and health
- Industrial hygiene
- Indoor air quality surveys
- Workplace inspections and surveys
- Asbestos and lead based paint surveys
- Food sanitation and public health inspections
- Hazardous materials management
- Emergency planning, prevention, preparedness, and response
- Review and approval of: alteration and renovation projects, corridor requests, permits for asbestos, cable-pulling, burns, excavation, and confined space entry

Director	1777 Kent Street, Rosslyn	588-7171
Environmental Services Branch	1777 Kent Street, Rosslyn	588-7150
Chief, Safety & Occupational Health Branch (SOHB)	2D533 Pentagon	693-3683

Customer Service Representatives	John Brady	693-3683
	Brian Higgins	588-7151

Space Policy and Acquisition Division (SPAD)

SPAD is responsible for managing the DoD National Capital Region (NCR) Space Management Program to include the acquisition, assignment, design, construction and asset management of WHS controlled space occupied by DoD components in the National Capital Region. SPAD manages and oversees the program to include the following:

- Exercises corporate stewardship through needs projections and asset management
- Periodic space utilization surveys
- Maintains records of DoD occupied and vacant space for assignment purposes
- Develops polices, procedures, and recommends actions to improve space utilization
- Calculates, certifies and distributes financial records and rent payments to General Services Administration
- Provides OSD customers advice and guidance on construction and reconstruction of office space
- Interfaces with the Pentagon renovation program on the housing and requirements for OSD elements located in the Pentagon and the DoD component space and billing assignment records

Director	5A931	614-6399
OSD Space Management Branch	5A931	614-4710
NCR Special Projects Branch	5A883	693-2478
Technical Projects Branch	5A873	614-4879
Data & Property Support	5A731	695-3207
DoD Liaison for Metropolitan Gov't	4A933	614-4893
Business Operations	4A933	614-4896

Customer Service Representatives	Tina Richards	614-6399
	Ken Snyder	614-4896

Support Services Division (SSD)

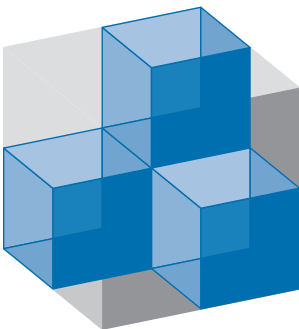
The SSD provides the following support services to the Office of the Secretary of Defense and staff offices:

- Procurement of office supplies, furniture, carpet and non-information technology equipment
- Contracting for services, research, maintenance of equipment and conference rooms
- Property management, inventory and office moves
- Telecommunications (telephones, pagers, etc) requirements
- Monitors the Copier Program/Printing Services
- Monitors the Foreign Gift Program
- Scheduling of conference facility

Director	5A531	695-3144
Telecommunications Branch	5A656	697-2946
Supply Branch	5A689	614-1322
Property Management Branch	3B200	614-1312

Customer Service Representatives	Shelley Hall	697-2946
	Layla Hassan	695-1415

Notes

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REAL ESTATE & FACILITIES DIRECTORATE

WASHINGTON HEADQUARTERS SERVICES

Real Estate and Facilities Directorate

**The first priority of
Real Estate & Facilities Directorate
is customer service.**

Real Estate & Facilities Directorate
The Pentagon
Washington, D.C. 20310